

1-800-BetsOff Help Line

Monthly Activity Report

September 2015

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	438	2 min
Live Chat	8	6 min

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	59	13%	2	25%
8 a.m. - Noon	94	21%	1	13%
Noon - 4 p.m.	132	30%	1	13%
4 p.m. - 8 p.m.	95	22%	4	50%
8 p.m. - Midnight	58	13%	0	0%

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	43	10%	1	13%
Tuesday	62	14%	1	13%
Wednesday	95	22%	2	25%
Thursday	52	12%	3	38%
Friday	75	17%	0	0%
Saturday	59	13%	1	13%
Sunday	52	12%	0	0%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	52	12%	9	2%	43	10%	3	38%
Gambler's Anonymous info	25	6%	9	2%	16	4%	0	0%
Need local # for treatment center	0	0%	0	0%	0	0%	0	0%
Other gambling related issue/?	2	0%	2	0%	0	0%	0	0%
Request for BETS OFF info pack	0	0%	0	0%	0	0%	0	0%
Request for gambling ed materials	1	0%	0	0%	1	0%	0	0%
Treatment inquiry for self	72	16%	25	6%	47	11%	2	25%
Treatment inquiry for other	24	5%	14	3%	10	2%	0	0%
*Sub-Total	176	40%	59	13%	117	27%	5	63%
Information about line	2	0%	0	0%	2	0%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	111	25%	14	3%	97	22%	0	0%
Lottery issue/question	36	8%	17	4%	19	4%	0	0%
Other (wrong #, hang up, prank, etc.)	113	26%	6	1%	107	24%	3	38%
Sub-Total	262	60%	37	8%	225	51%	3	38%
GRAND TOTAL	438	100%	96	22%	342	78%	8	100%

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	114	26%	14	4%	100	32%	0	0%
Provided gambling assistance/counseling	5	1%	4	1%	1	0%	2	25%
Referred to IDPH/Website	0	0%	0	0%	0	0%	0	0%
Referred to Iowa Lottery	36	8%	18	6%	18	6%	0	0%
Referred to national #/out of state source	107	24%	0	0%	107	34%	3	38%
Referred to treatment provider	45	10%	45	14%	0	0%	0	0%
Request sent/referral to ISAIC	1	0%	0	0%	1	0%	0	0%
Supplied requested info	7	2%	5	2%	2	1%	0	0%
Sub Total	315	71%	86	19%	229	52%	5	63%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	129	29%	10	2%	119	27%	3	38%
Sub Total	129	29%	10	2%	119	27%	3	38%
GRAND TOTAL	444	100%	96	22%	348	78%	8	100%

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Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	6	0	6	6	6	100%
Pathways	4	0	4	4	4	100%
Prelude	14	0	14	14	12	86%
Problem Gambling Recovery Services	2	0	2	2	0	0%
Community & Family Resources	0	0	0	0	0	0%
Family Services	3	0	3	2	2	100%
Jackson Recovery Center	6	0	6	6	6	100%
Compass Pointe	1	0	1	1	1	100%
Substance Abuse Services	9	0	9	7	7	100%
Prairie Ridge Treatment Center	0	0	0	0	0	0%
TOTAL	45	0	45	42	38	90%

